Department of Motor Vehicles
Job Opportunity
Information Technology Analyst 1

PLEASE FOLLOW THE SPECIFIC APPLICATION FILING INSTRUCTIONS AT THE BOTTOM OF THIS PAGE!

Open To: Candidates on the current ITA 1 examination list, and state employees working at the level of IT Analyst 1

Location: DMV
Information Technology Division
60 State Street, Wethersfield, CT

Hours: Full-Time (40 hours per week)

Salary: $65,385 - $83,719

Posting Number: P-7890

Closing Date: April 30, 2015

The **Department of Motor Vehicles** is currently seeking a qualified candidate for an Information Technology Analyst 1 position within the Department's Information Technology Division.

Eligibility Requirement:
Candidates must be employed with the State of Connecticut at the level of Information Technology Analyst 1, or be on a current Information Technology Analyst 1 exam list. **Reemployment/SEBAC candidates will be given first priority.**

Description of Duties:
Responsibilities will include on –site and remote technical support for hardware, software and telecommunications issues for all Agency's internal and external users. Support also includes large scale computer deployments, OS upgrades, and deployment of Enterprise applications.

Required Skills:
- Good problem solving and analytical skills
- Excellent interpersonal, verbal and written communication skills
- Must be comfortable working in a fast paced environment where it is at times maybe required to:
    - work independently
    - multitask
    - prioritize work assignments
    - reprioritize assignments "on the fly"
    - maintain composure in extremely difficult situations
    - communicate computer related issues and resolutions to upper level management
- Professional telephone manner
- Good time management and organization skills
- Ability to produce detailed documentation
- Strong computer literacy skills with an emphasis on Microsoft applications.
- Ability to use Internet and internet protocols
- Ability to install PC hardware, software, and assign network and local printers.
- Ability to learn and develop skills for new technology
- Must possess good troubleshooting skills in the following areas:
    - PC hardware
    - Software
    - Networking
    - Printing
    - Internet
- General understanding of CAT5 cabling, TCP/IP, mainframe connectivity using SNA, 3270 emulation

Preferred Candidate will have:
General knowledge on Microsoft Active Directory Domain environment (DNS, DHCP, GPO's)
General knowledge of Microsoft SCCM
Experience working with imaging software
Experience in large scale hardware deployments
Experience with Numara Track It! Software
Experience with PBXs and ACDs

General Experience
Three (3) years of experience in information technology (IT) operations support or another IT related support area.
NOTE: For state employees this is interpreted at the level of Data Processing Operations Support Specialist 2.

Substitution Allowed:
College training in management information systems, computer science or information technology related area may be substituted for the General Experience on the basis of fifteen (15) semester hours equaling six (6) months of experience to a maximum of two (2) years

Application Instructions: Send a cover letter, and completed application form (CT-HR-12) and indicate Information Technology Analyst 1 in the examination Title Block to: The Department of Motor Vehicles, Human Resources Division, 60 State Street, Room 235, Wethersfield, CT 06161. Applications can be downloaded from the Internet at http://www.das.state.ct.us/exam Please note: Due to the large number of expected applicants, we cannot confirm receipt of application materials. Incomplete or late application packages will not be considered.